

Job Description

Job title: Housing First Project Worker

Main purpose of the job:

1. To provide support to the most disadvantage, entrenched and hard-to-reach homeless individuals to find permanent housing and subsequently address the issues that contributed to that individual's homelessness.
2. To support service users once in accommodation with intensive support that is led by the service user with their unique needs being at the heart of the support.
3. To support volunteers to join the project with their lived experience providing additional advice and support to the service users.

Department: Supported Housing

Scale: NJC Points 11-16

Salary: £21,748 - £24,011

Hours: Full Time (37 per week)

Term: Permanent

Position reports to: Co-ordinator / Team Manager

Position is responsible for: Volunteers, Peer Mentors

Main Responsibilities

- To be responsible for the day to day delivery of the service, managing a small caseload of individuals with the overall goal of supporting them to sustain their tenancies.
- To provide flexible, ongoing and intensive support to Housing First residents to help them to choose, set up and personalise their homes.
- To support the stability and progression towards participants' independence, to help them to achieve their personal goals, adopting an adaptable and flexible approach.
- To meet with commissioners, produce reports and participate in service monitoring.

Delivery

- To support individuals on the caseload to make appropriate, informed and empowered choices about their housing options, locations and personal safety, within the bounds of what is possible.
- To work to assist Housing First residents to maintain their tenancies, ensuring they understand and comply to their tenancy. To step in where necessary to assist with neighbor relationships.
- To monitor participants physical and mental health and identify and seek to address isolation and exclusion.
- To advocate for participants and be persistent in encouraging them to engage with relevant services as well as with any reconciliation work that would be to their advantage with external agencies.

- To offer guidance, advice and support on ways in which substance misuse (or other harmful activities) can be practiced more safely.
- To hold regular meetings with Housing First residents - at times and frequency convenient to them - primarily in their homes, as well as in the community, to discuss their needs and help resolve issues.
- To accompany participants as appropriate to interviews, appointments, house viewings or other similar meetings, encouraging them to self-advocate but also offering support as necessary.
- To participate in a rota of duties in order to ensure that service delivery is available to participants in the evenings, at weekends and on bank holidays, including over Christmas and New Year.
- To participate in submission of data to Housing First England, Homeless Link and other sector-wide bodies as required from time to time, to assist in the analysis of project outcomes in order to help inform best practice and to influence future commissioners of the service and the model's approach.
- To promote and encourage the involvement of peers (i.e. those with 'lived experience') as volunteers within the Housing First pilot, working closely with HARP's Volunteering Co-ordinator.

Monitoring and Evaluation

- Ensure that the information on the HARP In-Form database is accurate and fully updated so that it is always available for monitoring and reporting purposes.
- To meet with commissioners, produce reports and participate in service monitoring.

Stakeholder Management

- To develop, maintain and coordinate effective working relationships with external agencies, promoting effective communication.

Press and PR

- Support the work of the Fundraising & Communications Departments as required in promoting HARP's services to the local press and media agencies.

GDPR & Data Protection

- Ensure all HARP data is kept according to HARP's GDPR and Data Protection policies in line with national legislation.

Confidentiality

- Treat personal, private or sensitive information about individuals, organisations and/or clients or staff with confidentiality.

Budget

- To assist participants on the caseload with their budgeting, helping them to take full responsibility for their financial matters, and providing allocated personal budgets to them where appropriate.
- Keeping accurate records of the personal budget money and relaying this to HARP's financial controller.

Person Specification

Relevant experience

1. Experience of working with vulnerable adults to identify and achieve personal goals. **Essential**
2. Experience working in social housing or homelessness, mental health, substance misuse, offending and or a similar, related field. **Essential**
3. Experience of managing complex situations where professional boundaries are paramount. **Essential**

Aptitude, Skills and Abilities

4. Ability to work remotely from HARP's offices, providing intensive floating support at participants' flats or elsewhere in Southend on Sea. **Essential**
5. Ability to plan, prioritise and work under own initiative, and to multi-task effectively **Essential**
6. IT skills at a level to effectively use email, internet and database systems. **Desirable**

Personal Attributes

7. Excellent interpersonal, collaboratively and active listening skills. **Essential**
8. Ability to be flexible and adaptable in response to work demands & working hours. **Essential**
9. Creativity and enthusiasm for finding positive solutions to best address participants' needs. **Essential**
10. Ability to remain calm and take appropriate decisions under pressure. **Essential**